

***Hand Delivered***

March 3, 2003

Mary L. Cottrell, Secretary  
Dept. of Telecommunications and Energy  
1 South Station  
Boston, MA 02110

Re: Boston Gas Company d/b/a KeySpan Energy Delivery New England  
2002 Service Quality Annual Report D.T.E. 03-14

Dear Ms. Cottrell:

Enclosed is the Boston Gas Company ("Boston Gas" or "Company") 2002 annual service quality report.<sup>1</sup> This report is submitted in accordance with the Department of Telecommunications and Energy's (the "Department") order in Service Quality Standards for Electric Distribution and Local Gas Distribution Companies, D.T.E. 99-84 (2001). The results of the report demonstrate that Boston Gas's aggregate service quality performance for 2002 exceeded the historic benchmarks established by the Department.

As requested by the Department in its February 6, 2003 memo to gas and electric distribution companies, the Company's report contains three sections. Section one is a summary of the Company's 2002 performance. Section two contains available historical performance since 1993. Section three contains back-up data and supporting schedules used in calculating the Company's performance.

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<sup>1</sup> Non-penalty measure performance and financial data should be treated as preliminary in nature and may be updated with the filing of the Company's D.T.E. annual return.

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Please note that the employee count number reported for 2002 represents the total number of KeySpan Energy Delivery New England<sup>2</sup> Massachusetts employees including those assigned to KeySpan Corporate Services, LLC.

Please contact me if you need anything further.

Very truly yours,

Thomas P. O'Neill

TPO/ca  
Enclosures

cc: George Yiankos, Director of Gas Division  
Kevin Brannelly, Director of Rates & Revenue Requirements  
Karen Robinson, Director of Consumer Division  
Caroline O'Brien, Hearing Officer

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<sup>2</sup> The Massachusetts local distribution companies doing business as KeySpan Energy Delivery New England are Boston Gas Company, Colonial Gas Company and Essex Gas Company.